Delivery of letters

1805. SHRIMATI JAYA BACHCHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that under the schemes such as speed post, delivery of letters sent by ordinary mail from one city to another is being considerably delayed;

(b) if not, the time taken in the delivery of letters sent from Mumbai to Rameshwaram, Delhi to Chennai and Delhi to Trivandrum;

(c) whether it is also a fact that earlier these letters were delivered next day depending upon the time they were put in the letter boxes; and

(d) if so, the reasons for decline in the efficiency of the post offices?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. However, the incidents of occasional delay in delivery of mail could be due to cancellation/late running of trains and State transport buses carrying mails, missending of mails, incomplete and illegible address of the addressee, non-use of PIN Code, non-availability of addressee and change in the residence of the addressee without intimation to the concerned Postmaster etc.

(b) and (c) Department of Post has fixed norms for delivery of mail across the country and has widely circulated them for informatin of the public. First class ordinary mail between Metro cities has norms of delivery within 48 to 72 hours after the day of posting. Mails for States other than in which they are posted have norms of delivery within 3 to 5 days depending on the distance involved and transport links.

(d) No instances of decline in the efficiency of the post offices have been noticed with respect to (b) and (c) above.

BSNL phones in rural areas of Jharkhand

†1806. SHRI AJAY MAROO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the landline phones of BSNL in rural areas of Jharkhand are not functioning properly and repeated complaints in this regard are being received;

(b) the details of the complaints received during the last three years, year-wise;

(c) the main reason of these complaints; and

(d) the average time taken to remove these complaints?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The landline phones of BSNL in rural areas of Jharkhand are generally working properly except in Maoist Communist Centre (MCC) affected areas. However, any complaints received from customers are attended to the earliest.

(b) Details of year-wise complaints received during the last three years are as follows:

† Original notice of the question was received in Hindi.